

Nevada State Veterans Home
100 Veterans Memorial Drive
Boulder City, Nevada 89005
(702) 332-6784 • Fax (702) 332-6762

BRIAN SANDOVAL
Governor



Department of Veterans Services
6900 N. Pecos Road, Room
1C237
North Las Vegas, Nevada 89086
(702) 224-6025 • Fax (702) 224-6927

Northern Nevada
Veterans Memorial Cemetery
P.O. Box 1919
Fernley, Nevada 89408
(775) 575-4441 • Fax (775) 575-5713

STATE OF NEVADA
**NEVADA DEPARTMENT OF
VETERANS SERVICES**
5460 Reno Corporate Drive, Suite 131
Reno, Nevada 89511
(775) 688-1653 • Fax (775) 688-1656

Southern Nevada
Veterans Memorial Cemetery
1900 Veterans Memorial Drive
Boulder City, Nevada 89005
(702) 486-5920 • Fax (702) 486-5923

Minutes

Name of Organization: **Women Veterans Advisory Committee (WVAC)**

Date and Time of Meeting: **January 7, 2015 (9am-12pm)**

Meeting Location: **VBA Conference Room**

Members of the public were able to participate in person at the Veterans Benefits Administration Building, 5460 Reno Corporate Dr. Reno, NV 89511 or the VBA conference room 6900 N. Pecos Rd. N. Las Vegas, NV 89086

***Call to Order**

CALL TO ORDER: Chairman Davis calls meeting to order at 9:04am.

PLEDGE OF ALLEGIANCE: Led by Chairman Davis

ROLL CALL: Yvonne Betron calls roll for official members.

Members present include: Anne Davis, Roberta Pike-Oates, Charley Smith

Members absent: Anthoneal Newman

Member Lesli Ellis-Wouters has moved and is no longer a part of the committee. Recruiting for a rural member is in progress.

Non-council members present during Roll Call include: Yvonne Betron, Willette Gerald.

Members of the public in attendance: Tracy Soliday, Glenna Smith, Shellie Severa and Dr. Brilliant.

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Motion to approve agenda: Roberta Pike-Oates moved to approve agenda, Charley Smith seconded. Agenda was approved by unanimous decision.

Motion to approve previous minutes: Roberta Pike-Oates moved to approve 10/22/14 minutes. Charley Smith seconded. Minutes approved by unanimous decision.

PUBLIC COMMENT: Glenna Smith (from Senator Heller's office) noted that it is difficult to locate information regarding the Women Veterans Advisory Committee on the NDVS website. The site has been in the process of being updated but Yvonne Betron will check on it. Shellie Severa introduced herself and noted her support for women veterans. The WVAC encouraged her to get involved.

OLD BUSINESS:

- Continued discussion was held regarding how to communicate with women veterans. A working paper sent by Chairman Davis prior to the meeting suggested the various means such as PSA's, Newspapers, Social Media and a phone line for veterans to call as well as the message. Face to face interaction as a preferable method of communication. One of the limitations is that younger veterans prefer the internet. Discussion included: Can we use a cell phone? ~~W~~ Who will answer the calls and respond to messages, ~~and C~~ can a volunteer handle the calls? The committee also discussed -privacy issues, contact information is ok but after that it can violate with HIPAA regulations since the volunteer is not an employee. The message would have to include something to the effect of "Please do not leave any personal or medical information, just your contact information." Funding for cell phones will also be an issue. Veteran advocates would have ~~to~~ dedicated to a regional area (location specific). Will the advocate be responsive enough? Would it be better to just have a message line or would an automated phone system be sufficient. These dedicated veteran advocates will need training. The group did not make any decisions but will continue to discuss at future meetings.
- Deputy Director Gerald will continue to speak with IT and Director Miller regarding possible use of NVA's to help with this.

NEW BUSINESS:

- Dr. Brilliant spoke with the committee regarding women's services at the Reno VA hospital.
- Topics covered by Dr. Brilliant included one-stop service for primary care and gynecology who elect to have Dr. Cipollina designated as their primary care manager (PCM). Other PCMs are also trained to perform

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basic gynecological services. Reno VA hospital is trying to schedule same day primary care appointments for new patients. Women will still be sent outside of the VA to get mammograms but this program seems to be working well. Dr. Brilliant did not have an estimate of how many women veterans his hospital services. VA has implemented extended hours and this will assist in care for all Veterans.

- Discussion was held regarding VA choice cards. These were initially sent to Veterans unable to get appointments within 30 days but are being sent to all veterans in the second phase. The cards provide the phone number for the contractor who is administering the program. Choice cards are intended primarily for Veterans that live 40 miles or more from a VA facility. They can use the choice card with an outside vendor. This proves problematic because monitoring outside vendors has significant limitations. The new Choice Program will begin to cover non-VA care for eligible Veterans enrolled in VA healthcare. However, they try to never outsource a veteran especially when they have the services available in-house. Many patients will opt to wait. Unfortunately, these waits are more than 30 days. The communities in rural areas are so small that they have limited options. There are disputes between clients and VA regarding mileage to these rural areas.
- Recent Town Hall meetings for veterans were discussed. These meetings are publicized and well-attended in the Las Vegas area. This is not true in the Reno area. Darin Farr, Reno VA Hospital's public affairs officer, needs to do a better job of publicizing these events. Glenna Smith noted that she will utilize her email list that includes veterans' organizations to pass the information out for future events.
- Items for March 4, 2015 meeting discussed.

NEXT MEETING:

Next meeting is set for March 4, 2015 from 9:00am to 12:00pm.

PUBLIC COMMENT: Tracy Soliday, Glenna Smith, and Shellie Severa expressed their support for the committee's work.

ADJOURNMENT:

Chairman Davis made a motion to adjourn, Charley Smith seconded. Meeting adjourned at 11:40 am.